# GOVERNMENT OF INDIA
# CIVIL AVIATION
# LOK SABHA

UNSTARRED QUESTION NO:4482
ANSWERED ON:24.04.2008
INDEMNITY BOND BY THE PHYSICALLY CHALLENGED PASSENGERS
Jindal Shri Naveen;Nahata Smt. P. Jaya Prada

**Will the Minister of CIVIL AVIATION be pleased to state:**

(a) whether some of the Airlines operating in the country insist on signing an Indemnity Bond by the physically challenged / passengers with reduced mobility before boarding the flight and also do not provide aisle chair for them;

(b) if so, the action taken against such Airlines;

(c) whether commercial staff engaged by the Airlines is required to be trained in dealing with such persons gracefully;

(d) if so, whether there have been complaints from the individuals giving instances where such services have been lacking;

(e) if so, the action taken/proposed to be taken against those Airlines;

(f) whether DGCA ensures compliance of certain specific provisions made under C.A.R. before granting licences to these Airlines for operating in the country; and

(g) if so, the manner in which it is ensured that the Airlines adhere to these provisions and do not flout rules and regulations?

## Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION ( SHRI PRAFUL PATEL )

(a) and (b):- M/s. Jet Airways, M/s. Kingfisher Airlines, M/s. Spicejet, M/s. Paramount and M/s. IndiGo do not insist on Indemnity Bond from the physically challenged/passengers with reduced mobility travelling by their flights. M/s. Jetlite insist on Indemnity Bond from physically challenged or those who are under medical treatment travelling by their flights. Air Deccan has informed that they take Indemnity Bond from sick passengers. Go Air has informed that passengers travelling by their flights, who have undergone medical treatment in the recent past, have to sign on MEDA form required by the doctor. All the private scheduled airlines have informed that they provide aisle seats to the physically challenged/disabled/passengers with reduced mobility in order to facilitate their boarding and disembarkation and enable the cabin crew to attend to their specific requirements.

(c), (d) and (e):- The commercial staff of scheduled airlines positioned at airport is adequately trained in various aspects viz. check-in, ground handling, customer care issues, etc. A few complaints have been received from passengers regarding denial of facilities like wheel chair to physically handicapped/elderely passengers. These complaints have been taken up with the airlines for redressal. All the airlines have been advised that they should display on their respective websites various facilities offered to the passengers, both free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets.

(f) and (g):- All the scheduled airlines have to comply with various provisions of CARs viz. airworthiness, operational and commercial requirements before the grant of permit. Directorate General of Civil Aviation Officers carry out surveillance checks, safety audits, inspections, etc. to ensure that airlines are adhering to the rules and regulations.